UNIFIED AUTOMATION TASKFORCE WORK PLAN

STRATEGIC ISSUES
Currently, each state agency involved in workforce development has a stand alone automation system with limited linkages to other systems. This is not conducive to common intake and effective client tracking which is crucial to integrating services. To improve customer service, eliminate unnecessary duplication, and reduce costs a common electronic system with shared data must be implemented.

DESIRED OUTCOMES
A successful unified automation system emphasizing system design will result in:
- ➢ accessibility and compatibility with hardware, software, Internet and Mainframe systems;
- ➢ a unified telephone system;
- ➢ accurate and verifiable data; and
- ➢ improved planning.

A successful unified automation system emphasizing customer service will result in:
- ➢ access to the public labor exchange;
- ➢ aAutomated assessments;
- ➢ a user friendly, easy to administer system;
- ➢ self-help capabilities;
- ➢ state parameters that allows for local enhancements; and
- ➢ a dynamic system.

A successful unified automation system emphasizing client tracking and case management will result in:
- ➢ protecting confidentiality;
- ➢ a simple tracking system for job seekers and employers;
- ➢ shared data;
- ➢ local level capacity; and
- ➢ continuity and recording historical data.

A successful unified automation system emphasizing quality and cost control will result in:
- ➢ accountability;
- ➢ identifying validated information;
- ➢ cost effective implementation;
- ➢ cost effective service delivery;
- ➢ an up-to-date fiscal tracking system;
- ➢ improved staff performance and recognition of success;
- ➢ compatibility with the federal reporting system; and
- ➢ reports.

QUESTIONS AND ANSWERS
1. Should current system networks be dismantled, separated, or shared to fit the consolidation?
Current networks should not be dismantled. Linkages are being developed that will connect departments and divisions and the One-Stop Career Centers to share data which will better

serve the customer with less duplication.

2. **Hubs are currently set up in four locations across the state within the buildings owned by the Department of Labor and Industrial Relations. How will this consolidation affect this situation?**
   The current Department of Labor and Industrial Relations' network should be separated in a manner that best serves both departments. A Technical Standing Committee should be established to oversee and recommend how the various partner networks are connected.

3. **What are the legal implications of data information sharing between state agencies providing employment and training services?**
   This will be forwarded to the Statutes and Legal Taskforce. Memorandums of Understanding that are currently in place should be reviewed.

4. **A database of labor market information needs to be created to allow customers the ability to customize reports to best fit their needs.**
   This would be the responsibility of the recommended Application Standing Committee.

5. **One-Stop Career Center Systems need accessibility to information on childcare providers. Who will maintain this database?**
   This is an application function and would be the responsibility of the Application Standing Committee.

UNIFIED AUTOMATION TASKFORCE FINAL RECOMMENDATIONS

OVERVIEW

The Workforce Development Transition Team created a number of taskforces, including the Unified Automation System Taskforce, to assist them in the design of a new Workforce Development System. The purpose of the Unified Automation System Taskforce is to advance the current One-Stop Career Centers initiative to consolidate client tracking; customer service; quality, and cost control functions of the various state agencies currently providing employment and training programs. The Unified Automation System Taskforce began meeting weekly on August 27, 1998. A draft charter for the Unified Automation System Taskforce included the following:

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- ➢ cost effective implementation;
- ➢ cost effective service delivery;

- ➢ an up-to-date fiscal tracking system;
- ➢ improved staff performance and recognition of success;
- ➢ compatibility with the federal reporting system; and
- ➢ reports.

QUESTIONS / ISSUES TO BE ANSWERED BY THE UNIFIED AUTOMATION SYSTEM TASKFORCE

1. Should current system networks be dismantled, separated, or shared to fit the consolidation?
2. Hubs are currently set up in four locations across the state within the buildings owned by the Department of Labor and Industrial Relations. How will this consolidation affect this situation?
3. What are the legal implications of data information sharing between state agencies providing employment and training services?
4. A database of labor market information needs to be created to allow customers the ability to customize reports to best fit their needs.
5. One-Stop Career Center Systems need accessibility to information on childcare providers. Who will maintain this database?

UNIFIED AUTOMATION SYSTEM TASKFORCE RECOMMENDATIONS

There were a number of issues presented to the Unified Automation System Taskforce to be resolved. The recommendations for the issues presented to the Unified Automation System Taskforce are included in the attached Table of Recommendations. Below are the major issues discussed by the Unified Automation System Taskforce a common electronic system, the Department of Labor and Industrial Relations local and wide area networks, and a unified telephone system.

The Unified Automation System Taskforce is of the opinion that the recommendations presented in this document are consistent with the Missouri Training and Employment Council Strategic Plan.

COMMON ELECTRONIC SYSTEM

Presently, the bulk of the business conducted by the Division of Employment Security, Employment Service and the Division of Job Development and Training is supported by three information systems - the Job Training Information System, America's Workforce System and **Missouri** *WORKS!.* Job Training Information System supports the Division of Job Development and Training by capturing and maintaining the data required to support the Job Training Partnership Act and the Welfare-to-Work program. The Employment Service utilizes America's Workforce System to collect and maintain information concerning the Public Labor Exchange (Wagner-Peyser). **Missouri** *WORKS!* is an Internet based system that matches job seekers with employers and employment opportunities. These systems provide minimal duplication of functionality; however, the end clients may be served by several of these systems.

In addition, there are a number of other information systems maintained by other state agencies that serve a similar population of client. Those agencies have been identified as the Department of Economic Development, Department of Social Services, the Department of Labor and Industrial Relations, the Department of Elementary and Secondary Education, and the Coordinating Board of Higher Education. Considerable effort has been made to share data

between these agencies. That effort has mainly focused on sharing common demographic data elements. Many of the systems currently share such information. For example, the Job Training Information System includes a module that looks at information from the Temporary Assistance program. Also, America's Workforce System and **Missouri** *WORKS!* share information.

The One-Stop Career Center initiative has emphasized the need to develop more robust linkages between the information systems utilized by the various One-Stop Career Center partners. The One-Stop Career Center environment, in order to be successful, requires a system that integrates information about the government services provided to a particular client as well as demographic information. For this reason, agencies are beginning to show an interest in sharing information concerning services provided to a client. Likewise, efforts must continue in the demographic data sharing arena.

JOB TRAINING INFORMATION SYSTEM REPLACEMENT

Due to Year 2000 concerns, the Division of Job Development and Training began developing request for proposals to replace Job Training Information System. That initiative led them to an information system currently being developed by a consortium of states to provide One-Stop Case Management. This system will be referred to as the ALMIS Case Management System in this report. Recently, the Missouri WINS One-Stop Executive Team voted to join the consortium and to implement the ALMIS Case Management System. The Division of Job Development and Training has issued a contract release to IBM Global Services to assist in the implementation of that system in Job Training Partnership Act Service Delivery Areas. At this time the system only includes Job Training Partnership Act functionality, except for Title III. Welfare-to-Work functionality is under development.

The initial goal of the ALMIS Case Management System is to replace the Job Training Information System. Additional functionality will be added to the system that will allow it to gather service information from legacy information stores. The Division of Job Development and Training has committed significant financial resources to the ALMIS Case Management System initiative. The Missouri WINS One-Stop Executive Team has also committed significant financial resources to this initiative. On September 4, 1998, the five One-Stop Career Center partner agencies established an ALMIS Case Management Implementation Committee to oversee the implementation of this system.

AMERICA'S WORKFORCE SYSTEM REPLACEMENT

The Employment Service has indicated a desire to replace America's Workforce System with **Missouri** *WORKS!*, once the required functionality can be added to **Missouri** *WORKS!*.

UNIFIED AUTOMATION SYSTEM TASKFORCE RECOMMENDATION

The Unified Automation System Taskforce recommends that the role of the ALMIS Case Management Implementation System be twofold. First, this committee will remove barriers to the implementation of the ALMIS Case Management System, where possible. Second, this Committee will manage the scope of the ALMIS Case Management System initiative. The ALMIS Case Management Implementation Committee will be dissolved once the ALMIS Case Management System is implemented at the Service Delivery Areas and One-Stop Career Center locations.

The Unified Automation System Taskforce recommends the establishment of an unbiased and knowledgeable Application Standing Committee. The responsibilities of the Application Standing Committee should include, but not be limited to: 1) the study and research of the potential feasibility of unifying the One-Stop Career Center partner agencies' electronic systems; 2) develop a plan to link the One-Stop Career Center partner agencies; 3) identify all client information, including services provided and demographics that should be available at One-Stop Career Centers; 4) address means to improve customer service; and 5) eliminate unnecessary duplication and maximize economies of scale.

The Unified Automation System Taskforce is concerned that the members of the Application Standing Committee be neutral to any particular technology or solution. The Application Standing Committee must be free to investigate all possible solutions to the extent required under due diligence. The Committee must be given access to knowledgeable program staff as required. Finally, the Committee must have the full support of the Transition Team.

The Application Standing Committee should consist of one technical and one business-line person from each One-Stop Career Center partner agency. The Committee should be formed by December 15, 1998, and should have a proposed plan by July 1, 1999. The Application Standing Committee should report to the Transition Team until the new Division of Workforce Development is created, at which time the Application Standing Committee should report to the new Division of Workforce Development.

For the short term, the Unified Automation System Taskforce recommends unified access to the various information systems. Steps should be taken to allow front line business technicians to view multiple information systems from one console and cut and paste client information from one information system to another as required. Alternatively, paper printouts could be included in referrals. This would eliminate the need for clients to provide the same information more than once.

LOCAL AND WIDE AREA NETWORKS

Currently, Department of Labor and Industrial Relations agencies share a number of local area networks and a wide area network. The wide area network links buildings geographically dispersed throughout the state. It is the general consensus of the Unified Automation System Taskforce the network should not be dismantled and if at all possible shared to one degree or another.

UNIFIED AUTOMATION SYSTEM TASKFORCE RECOMMENDATIONS

The Unified Automation System Taskforce recommends the separation of networks in such a manner that the networks remain autonomous yet linked between Department of Labor and Industrial Relations and the new Division of Workforce Development. This separation can initially be accomplished by moving a single router and installing a new switch. The purchase of the second switch would allow Department of Labor and Industrial Relations and the new Division of Workforce Development to run independent networks within the Dunklin Street building. This initial phase separates the wide area network links between Department of Labor and Industrial Relations and the new Division of Workforce Development.

The Unified Automation System Taskforce recommends that the current wide area network move to the new Division of Workforce Development to support approximately 50 sites moving to the new Division. The current wide area network supports approximately 65 sites.

This alternative was selected over sharing the current wide area network circuits due to the current need for additional bandwidth to St. Louis and the expected future need for additional bandwidth to Kansas City and Springfield. Department of Labor and Industrial Relations has plans to push its imaging system out to the remote offices served by the St. Louis, Kansas City, and Springfield frame clouds. The Department of Economic Development has regional offices that it would like to connect to Jefferson City through what would become the new Division Workforce Development's wide area network. Finally, the implementation of the ALMIS Case Management System will most likely require additional bandwidth.

New circuits will be required to connect the frame clouds supporting the 14 Department of Labor and Industrial Relations remote sites. The separation of the current Department of Labor and Industrial Relations local and wide area network as recommended above have an associated estimated cost of $60,000. Approximately 10 new servers will be required to provide services currently provided the Department of Labor and Industrial Relations' equipment.

A Technical Standing Committee should be established and meet at regular intervals to coordinate and resolve technical interagency issues.

UNIFIED TELEPHONE SYSTEM

A common unified telephone system should be the ultimate goal in a telephone system at One-Stop Career Centers. The highest percentage of compatibility with existing, co-located partner agency telephone systems and the ability to expand to meet the growing needs of the One-Stop Career Center will be the two major deciding factors. Other factors to be considered are as follows:

> ➢ The ability of the phone system to support a common switchboard;
> ➢ The ability to transfer phone calls to other co-located partners; and
> ➢ The ability of the phone system to support voice mail.

In the Kirksville and Moberly One-Stop Career Center locations, one of the partner agencies has supplied handsets to the other agencies and each partner agency ordered their own telephone service from the telephone companies. Lines were separated for outgoing calls, but calls could still be transferred internally. By doing things in this manner, partner agencies do not have to worry about billing problems or one agency paying another agency's telephone costs. At this time, this type of arrangement appears to be successful.

Another issue that must be considered is the State's ability to provide telecommunications services to Private Industry Councils and other local administrative entities that may be co-located at One-Stop Career Centers. An opinion written by the Public Service Commission, Office of General Counsel asserts that Private Industry Councils and other local administrative entities are not truly private entities. The opinion states "Private Industry Councils, pursuant to Section 620.556 RSMo. (1994), are established under the federal Job Training and Partnership Act. Private Industry Councils do not exist except by statute and are not entities that are truly independent of the State. Private Industry Councils appear to be quasi-public organizations and, as such, it appears that the State may provide services to Private Industry Councils without certificate of service authority from the Commission." Based on this opinion the State can provide telecommunications services to Private Industry Councils. The State's ability to provide telecommunications service to other local administrative entities is questionable.

UNIFIED AUTOMATION SYSTEM TASKFORCE RECOMMENDATION

The Unified Automation System Taskforce recommends that the Missouri WINS One-Stop Executive Team issue a policy statement concerning the unification of telephone systems. The policy statement should encourage agencies to share telephone systems where economically feasible.   The Unified Automation System Taskforce also recommends that the Kirksville and Moberly telephone model should be the model for implementation in One-Stop Career Center offices throughout the State. This type of arrangement simplifies the billing process and appears to be successful. Each location should utilize equipment that can be upgraded to accommodate the needs of current partners and can be upgraded to accommodate the needs of future partners.

Issue Number	Issue	Recommendation
1	The implementation of a common electronic system with shared data.	Establish an unbiased and knowledgeable Application Standing Committee responsible for, but not limited to: 1) the study and research of the potential feasibility of unifying the One-Stop Career Center partner agencies' electronic systems; 2) the development of a plan to link the One-Stop Career Center partner agencies; 3) identifying all client information, including services provided and demographics that should be available at One-Stop Career Centers; 4) addressing means to improve customer service; and 5) eliminating unnecessary duplication, maximizing economies of scale. The Application Standing Committee should report to Transition Team until the new Division of Workforce Development is created, at which time the Application Standing Committee should report to the new Division. The Application Standing Committee should consist of one technical and one business-line person from each One-Stop Career Center partner agency. The Application Standing Committee should be formed by December 15, 1998, and should have a proposed plan by July 1, 1999.
2	A successful unified automation system emphasizing system design will result in:	
2.1	accessibility and compatibility with hardware, software, Internet, and mainframe systems;	This is a function of the application and would be the responsibility of the Application Standing Committee.
2.2	a unified telephone system;	The Kirksville and Moberly telephone model should be implemented in One-Stop Career Center offices throughout the State. Each location should utilize equipment that can be upgraded to accommodate the needs of current One-Stop Career Center partners and can be upgraded to accommodate the needs of future partners. The taskforce recommends that the Missouri WINS One-Stop Executive Team issue a policy statement concerning the unification of telephone systems. The policy statement should encourage agencies to share telephone systems where economically feasible.
2.3	accurate and verifiable data; and	This is a function of the application and would be the responsibility of the Application Standing Committee.
2.4	improved planning.	This is a function of the application and would be the responsibility of the Application Standing Committee.
3	A successful unified automation system emphasizing customer service will result in:	
3.1	access to the public labor exchange;	This is a function of the application and would be the responsibility of the Application Standing Committee. In the short term access should continue to be provided by the America's Workforce System and the **Missouri** *WORKS!* system until, and if, the Application Standing Committee recommends a replacement for these systems.
3.2	automated assessments;	This is a function of the application and would be the responsibility of the Application Standing Committee.
3.3	a user friendly, easy to administer system;	This is a function of the application and would be the responsibility of the Application Standing Committee.

Issue Number	Issue	Recommendation
3.4	self-help capabilities;	This is a function of the application and would be the responsibility of the Application Standing Committee.
3.5	state parameters that allows for local enhancements; and	This is a function of the application and would be the responsibility of the Application Standing Committee.
3.6	a dynamic system.	This is a function of the application and would be the responsibility of the Application Standing Committee.
4	A successful unified automation system emphasizing client tracking and case management will result in:	
4.1	protecting confidentiality;	This is a function of the application and would be the responsibility of the Application Standing Committee.
4.2	a simple tracking system for job seekers and employers;	This is a function of the application and would be the responsibility of the Application Standing Committee.
4.3	shared data;	This is a function of the application and would be the responsibility of the Application Standing Committee.
4.4	local level capacity (The ability of local internal or external customers to have access to data that meets program specific needs and local reporting needs.); and	This is a function of the application and would be the responsibility of the Application Standing Committee. This issue will also be considered during the ALMIS Case Management System initiative.
4.5	continuity and recording historical data.	This is a function of the application and would be the responsibility of the Application Standing Committee.
5	A successful unified automation system emphasizing quality and cost control will result in:	
5.1	Accountability;	
5.1.1	audit trail;	This is a function of the application and would be the responsibility of the Application Standing Committee.
5.1.2	hardware and software reliability;	This is a function of the application and would be the responsibility of the Application Standing Committee.
5.2	identifying validated information;	This is a function of the application and would be the responsibility of the Application Standing Committee.
5.3	cost effective implementation;	This is a function of the application and would be the responsibility of the Application Standing Committee.
5.4	cost effective service delivery;	This is a function of the application and would be the responsibility of the Application Standing Committee.
5.5	an up-to-date fiscal tracking system;	This is a function of the application and would be the responsibility of the Application Standing Committee.
5.6	improved staff performance and recognition of success;	This is a function of the application and would be the responsibility of the Application Standing Committee.

Issue Number	Issue	Recommendation
5.7	compatibility with the federal reporting system; and	This is a function of the application and would be the responsibility of the Application Standing Committee.
5.8	Reports.	This is a function of the application and would be the responsibility of the Application Standing Committee.
6	Should current system networks be dismantled, separated or shared to fit the consolidation? Hubs are currently set up in four locations across the State within the buildings owned by the Department of Labor and Industrial Relations. How will this consolidation affect this situation?	The Taskforce recommends the separation of networks in such a manner that the networks remain autonomous yet linked between Department of Labor and Industrial Relations and the new Division of Workforce Development. This separation can initially be accomplished by moving a single router and installing a new switch. The purchase of the second switch would allow Department of Labor and Industrial Relations and the new Division of Workforce Development to run independent networks within the Dunklin Street building. This initial phase separates the wide area network links between Department of Labor and Industrial Relations and the new Division of Workforce Development. A Technical Standing Committee should be established and meet at regular intervals to coordinate and resolve technical interagency issues.
7	What are the legal implications of data information sharing between state agencies providing employment and training services?	This should be forwarded to the Statutes and Legal Taskforce. Memorandums of Understanding that are currently in place should be reviewed.
8	A database of labor market information needs to be created to allow customers the ability to customize reports to best fit their needs.	This would be a responsibility of the Application Standing Committee. There are plans to build this functionality into **Missouri** *WORKS!* This issue may also be considered during the ALMIS Case Management System initiative.
9	One-Stop Career Center Systems need accessibility to information on daycare providers. Who will maintain this database?	This information is currently being maintained by the Department of Social Services.
10	Hardware and software support, ie, which agency will be responsible for supporting hardware and software in shared offices?	The organization which placed a device at a location is responsible for supporting the device or arranging to have it supported.
11	Shared data lines	In general, a single data line should serve a remote site. The Taskforce also recommends that the Missouri WINS One-Stop Executive Team issue a policy statement concerning the unification of telephone systems. The policy statement should encourage agencies to share telephone systems where economically feasible.
12	Print services	Print services will have to be addressed on a case by case basis.
13	LAN media	LAN media will be selected on a case by case basis.
14	Routing protocols	Routing protocols will be negotiated on a line by line basis.

Issue Number	Issue	Recommendation
15	Network addressing	InterNIC registered or RFC1918 reserved IP addresses will be used. The MAC address burned in by the manufacturer is preferred.
16	Windows Internet Name Service (WINS)	WINS should be left as they are. It will probably be desirable for these servers to communicate. Department of Labor and Industrial Relations and Department of Economic Development should determine how the replication should be implemented.
17	Domain Name Services (DNS)	DNS should be left as they are.
18	Scheduling software	No consensus could be reached on scheduling software. ICalender appears to be the emerging open standard but it's as yet incomplete.
19	E-mail standard	Simple Mail Transfer Protocol (SMTP) will be the e-mail standard. Proprietary protocols may be used within a group, but SMTP must be available to allow communication with other groups and the general public.
20	Open standards	Opens standards should be used over proprietary standards.

JTPA / JTIS REPLACEMENT DATA SHARING DIAGRAM FOR LOTUS **NOTES ALMIS ONE- STOP**

Department of Social Services:

Income Maintenance Monthly Extract Data Base

Report Listing Product for JTPA that contains Temporary Assistance Cash cases not active in the FUTURE's system. who received assistance for 30 months or more. The report is sent through DFS to area offices to county offices who share it with the SDA's DED uses this to determine if the individual they are working with on WTW grants are TANF recipients. If they are, DED produces **a** Dataset for the DSS Research Unit containing the individuals and their work components and hours. The IM Database *would need lo be accessed daily or "real time".*

Diagram was constructed at Automation Task Force Meeting dated September 30 with input from Dennis Veit, Jim Green, Dennis Reed. Steven Phillips. Warren Auld, Don Lloyd. and Gary Pool

AWS / AWTS

UI DATABASE

CBHE

DESE

VR

DMH

JTIS REPLACEMENT
Lotus Notes One-Stop
Operating System

And Web Version of
Lotus Notes ALMIS One-
Stop Operating System

DED Temporary
Assistance Also

Missouri WORKS!

Corrections

Other

Local Internet Workstation

And Resource Room Computer

Missouri Works!
Missouri CHOICES
JTIS/ Replacement
Lotus Notes Web **Version of**
ALMIS One-Stop Operating System

Local Lotus Notes
Server

Lotus Notes Client

The new Workforce Development Division will concentrate on Employment and Training programs. Therefore, former ES employees will need access to AWS and Missouri Works!

The former JTPA staff and contractors will need access to Missouri Works! and the JTIS Replacement Lotus Notes ALMIS One-Stop Operating System.

The ALMIS One-Stop Operating System will need to have access to all data from olher departments that identify services being received as per federal requirements for automated assessment and eligibility testfng. The "Suns" do not share data at this time with JTPA.